A STUDY ON ORGANIZATIONAL COMMITMENT OF THE WORKERS IN A PUBLIC HOSPITAL IN KONYA

[1]Yunus Emre ÖZTÜRK, [2]Ramazan KIRAÇ

* **2rd**   Journal of Health Administration and Education Congress Congress Oral presentation.

[1]Assoc.Prof., Selcuk University, Faculty of Health Sciences Health Management Department, Konya, TURKEY E-mail: yunuseozturk@gmail.com.

[2]Res. Assist, Selçuk University, Faculty of Health Sciences Health Management Department, Konya, TURKEY, E-mail:ramazan46k@gmail.com

A R T I C L E   I N F O

Abstract

This research was conducted to determine the organizational commitment of hospital employees. The research was applied to health workers working in a state hospital in Konya. The sample of the research consists of 150 people. In the research, face-to-face survey method was applied using quantitative research design. In this research used the organizational commitment scale developed by Meyer Allen Smith and Kaya's (2007) used this scale in his master's thesis. The scale consists of 3 dimensions. The scale was prepared in likert style and a 5-point system was used ranging from "I strongly agree" to "I absolutely disagree". The answers from the participants were collected and transferred to the computer environment and analyzed by the SPPS program. The validity of the scale was calculated and the cronbach alpha value was found to be 0.885. The scale of this result frame is reliable. As a result of the research, it was observed that gender, age and marital status did not affect organizational commitment. From an educational standpoint, the organizational commitment of graduate alumni is lower. The medical secretaries' organizational commitment was higher than the cleaning staff.

Introduction

The description, size, relation with similar notions of organizational commitment are comprehensive and contradictive topics. The researchers described with regards to their own concerns. According to Buchanan (1974), organizational commitment is an interest in organization. Lee (1971) describes organizational commitment as consolidation with organization. According to McCaul et. al (1985), organizational commitment is the emotional and valuation reaction towards the organization, a large scale attitude which employees have towards organization (Yousef, 2003:1068). Guatam et al. also state that organizational commitment is a psychological situation determining employees' relation with organization and it points out the commitment to the whole of the organization.

In the first studies conducted about organizational commitment, it was described as adopting organization's aims and values, showing efforts to become a part of the organization, and feeling like a member of a strong family (Steers, 1977:46). The performance of the individuals committed to their organizations would be high. Their absenteeism would decrease, and it would lead such rates of being late, leaving work to decrease (Mathieu and Zajac, 1990:171-172). High commitment would increase customers' satisfaction (Üner et al. 1988) and within this context, it would be a significant supporter of total quality management. It was proved in the studies that the most important sign of organizational citizenship attitude was organizational commitment (Kaufman et al, 2001: 436-450; Schappe, 1998:277-290).

The idea that the employees committed to organizations would make more effort for organizational development and thus, both the organization and employees would be more successful and this would affect the product's or service's quality in a positive way was proved by other authors, too (İlsev, 1997) (Nelson and Quick JC, 1997:109-110). By contrast with this, it's stated that low level of commitment to organization would lead to negative situations such as productivity, job unsatisfaction, absenteeism, being late to work, leaving work and that's why, organizational commitment is firstly checked in guessing unexpected situations and employee's leaving work (Jalonen et al. 2006: 268-276, Grusky, 1966: 488-503).

The aim of this study is to investigate organizational commitment of healthcare staff. The research was carried out in a state hospital serving in Konya.

Metod

This research was conducted to determine organizational commitment level of the hospital staff. The research was performed on the healthcare staff serving in a state hospital. Research sample consists of 150 individuals. In the research, quantitative research design was utilized and face to face survey method was used.

The population of the research consists of 150 individuals. The research scale; organizational commitment scale developed by Meyer Allen Smith and Kaya used in his master's thesis (2007) was used. The scale consists of 3 dimensions. The scale was prepared in Likert style and 5 point system from "strongly agree" to "strongly disagree" was used. The answers obtained from participants were gathered and transferred into electronic environment and analyzed in SPSS program. The validity of the scale was calculated and its cronbah alpha value was founded as 0,885. Within this result, the scale was found reliable.

Findings And Analyzes

Table 1. Socio-demographic data of healthcare staff participating in the research

How old are you	N	%	Educational Status	N	%
Under 25 years old	54	36	Primary School	8	5,3
25 to 30 years old	34	22,7	High School	40	26,7
30-40 yaş	38	25,3	Associate degree	51	34
40 years old and older	24	16	Bachelor's degree	44	29,3
Gender	N	%	Master's degree	7	4,7
Female	66	44	Position	N	%
Male	84	56	Healthcare staff	72	48
Marital Status	N	%	Medical Secretary	23	15,3
Single	70	46,7	Cleaning staff	13	8,7
Married	80	53,3	Security	3	2
Experience year	N	%	Administrative Affairs	39	26
Less than 1 year	16	10,7	Experience in the organization	N	%
1 to 5 years	69	46	Less than 1 year	13	8,7
5 to 10 years	49	32,7	1 to 5 years	80	53,3
More than 10 years	16	10,7	5 to 10 years	49	32,7
Experience in health sector	N	%	More than 10 years	8	5,3
Less than 1 year	11	7,3	Total	150	100
1 to 5 years	65	43,3			
5 to 10 years	40	26,7			
More than 10 years	34	22,7			
Total	150	100			

Examining Table 1, we can see that 36% of participants consist of staff under age of 25. 56% of the staff are male and 53.3% of them are married. 29.3% of them have Bachelor's degree and they constitute the majority. 48% of the staff consist of healthcare staff and 32.7% of them consist of the ones having experience between 5 to 10 years. 53.3% of participants consist of the ones working for 1 to 5 years.

Table 2. Analyzes related to socio-demographic features of the staff participating in the research (T-test in independent samples and one way analysis of variance)

		N	$\bar{x}$	F/t	p
Gender	Female	66	3,25	-0,641	0,522
	Male	84	3,31		
Marital status	Married	70	3,26	-0,430	0,674
	Single	80	3,30		
Age	Under 25 years old	54	3,27	0,034	0,992
	25 to 30 years old	34	3,31		
	30 to 40 years old	38	3,28		
	Older than 40 years old	24	3,30		
Educational status	Primary School	8	3,12	3,373	0,011
	High School	40	3,18		
	Associate degree	51	3,51		
	Bachelor's degree	44	3,20		
	Master's degree	7	2,99		
Position	Healthcare staff	72	3,21	3,925	0,005
	Medical secretary	23	3,67		
	Cleaning Staff	13	3,00		
	Security	3	3,44		
	Administrative Affairs	39	3,29		
Time of experience	Less than 1 year	16	3,26	0,593	0,620
	1 to 5 years	69	3,25		
	5 to 10 years	49	3,37		
	More than 10 years	16	3,19		
Time of experience in the organization	Less than 1 year	13	3,16	2,633	0,520
	1 to 5 years	80	3,20		
	5 to 10 years	49	3,39		
	More than 10 years	8	3,71		
Time of experience in health sector	Less than 1 year	11	3,15	1,218	0,306
	1 to 5 years	65	3,23		
	5 to 10 years	40	3,43		
	10 years and more	34	3,27		

Examining Table 2, T-test analyze was performed in order to test the difference between organizational commitment and marital status and gender of staff participating in the research and any significant difference couldn't be detected (p>0,05). Analysis of variance was performed in order to test the difference between organizational commitment and age of staff and any significant difference couldn't be detected (p>0,05).

Analysis of variance was practiced in order to test organizational commitment and educational status of staff. Significant difference was detected between organizational commitment and educational status of the staff (p<0,05). Scheffe test was practiced with the aim of testing in which variables the difference existed, and it was determined that those who had Master's

degree had less organizational commitment than others.

Analysis or variance was practiced in order to test organizational commitment and position of staff and significant difference was detected (p<0,05). To be able to test in which variables the difference existed, Games-Howell test was practiced. It was observed that there was difference in organizational commitment of healthcare staff and security (p<0,05) and it was determined that organizational commitment of security was higher. According to same test's results, difference was detected between cleaning staff and secretaries (p<0,05) and medical secretaries' organizational commitment was higher. Variance analysis was practiced to test the difference among years of experience of the employees, years of experience in the

organization and years of experience in health sector, and significant difference wasn't detected.

Discussion and Conclusion

In this study which was conducted with the aim of determining hospital staff's organizational commitment, examining staff's socio-demographic features; Most of the participants (36%) consist of the ones younger than age of 25. Examining with regards to educational status, most of them consist of graduates of high school and Bachelor's degree (26.7% and 29.3%). Examining with regards to gender, 56% of them consist of males and 53.3% of them are married. Examining staff's positions, most of them (48%) consist of healthcare staff. With regard to experience, it was determined that most of them had been working for 1 to 5 years and 5 to 10 years (46% and 32.7%). In view of experience in the organization, it was determined that most of them had been working for 1 to 5 years and 5 to 10 years (53,3% and 32.7%). In view of experience in health sector, 43.3% of them had been working for 1 to 5 years, 26.7% of them had been working for 5 to 10 years and 22.7% of them had been working for more than 10 years.

Examining analysis related to research, any significant difference couldn't be detected between organizational commitment and gender of the participants. It was detected that organizational commitment of females ($\bar{x}$:3,25) and males ($\bar{x}$:3,31) was more than average. Examining organizational commitment with regards to marital status, it was determined that being married or single didn't have effect on organizational commitment. It was determined that married ($\bar{x}$:3,26) and single ($\bar{x}$:3,30) ones had organizational commitment more than average. Examining with regards to ages of the staff, it was determined that organizational commitment wasn't related to age and all age groups were over the average. Examining with regards to educational status, it was determined that the average of organizational commitment of the ones studying Master's ($\bar{x}$:2,99) degree was low. In accordance with this result, it's thought that the ones studying Master's degree have more expectations from organizations. Examining with regards to positions, it was determined that security staff ($\bar{x}$:3,44) had more organizational commitment than healthcare staff ($\bar{x}$:3,21). The reason of this is thought to be healthcare staff's workload and this leads to lower organizational commitment. With regards to positions, organizational commitment of medical secretaries ($\bar{x}$:3,67) is more than organizational commitment of cleaning staff ($\bar{x}$:3,00). In accordance with this result, it's thought that the fact that cleaning staff work intenser affect their commitment. Examining with regards to year of experience, year of experience in the organization, and year of experience in health sector, it was determined that organizational commitment was more than average among all years.

References

Duygulu S, Abaan S. (2007) Organizational Commitment: One of the Determinants of Intention to Stay in or Leave From Organization. Hacettepe Üniversitesi Hemşirelik Yüksekokulu Dergisi Hacettepe Üniversitesi Sağlık Bilimleri Fakültesi Hemşirelik Bölümü, Ankara s.61–73.

Erdem R. (2007) Örgüt Tipleri ile Örgütsel Bağlılık Arasındaki İlişki Elazığ İl Merkezindeki Hastaneler Üzerinde Bir Çalışma. Fırat Üniversitesi SHMYO. Elazığ

Özdevecioğlu M. (2003) Algılanan Örgütsel Destek ile Örgütsel Bağlılık Arasındaki İlişkilerin Belirlenmesine Yönelik Araştırma. DEÜ İ.İ.B.F. Dergisi, Erciyes Üniversitesi İ.İ.B.F. İşletme Bölümü, Kayseri 18(2):113-130.

İlsev A. (1997) Örgütsel Bağlılık; Hizmet Sektöründe Bir Araştırma. Yüksek Lisans Tezi. Hacettepe Üniversitesi Sosyal Bilimler Enstitüsü. Ankara:

Nelson Dl. (1997) Quick JC. Organizational Behavior. Minneapolis/St.Paul: West Publishing Company; s.109-110.

Jalonen P. (2006) Virtanen M, Vahtera J, Elovainio M, Kivimaki M. Predictors of sustained organizational commitment among nurses with temporary job contracts. Journal of Nursing Administration;36(5):268-276.

Grusky O. (1966) Career Mobility and organizational commitment. Administrative Science Quarterly 10:488-503.

Swailes, S (2002). "Organizational Commitment: A Critique of the Construct and Measures", International Journal of Management Reviews, 4(2):155-178.

Guatam T, Rolf VD, Ulrich W, Narottam U, Ann J. D (2005), "Organizational Citizenship Bheavior and Organizational Commitment in Nepal", Asian Journal of Social Psychology, 8:305-314.

Steers, R. (1977) Antecedents and Outcomes of Organizational Commitment, Administrative Science Quarterly, 22, 46-56.

Mathieu J, Dennis M. Z (1990) A Review and Meta-analysis of the Antecedents, Correlates and Consequences of Organizational Commitment, Psychological Bulletin, 108:171-172.

Kaufman, Jennifer D., S, Christina.L. ve Paul.E.T (2001) Do Supportive Organizations Make for Good Corporate Citizens", Journal of Managerial Issues, 13(4):436-450.

Meyer J. P., Stanley D.J., Herscovitch L. and Topolnytsky L., (2002) Affective, Continuance, and Normative Commitment to the Organization: A Meta-Analysis of Antecedents, Correlates, and Consequences, Journal of Vocational Behavior 61, 20-52,

Kaya O, (2007) Örgütsel Bağlılık: Emniyet Genel Müdürlüğü Merkez Biriminde Bir Uygulama , Yüksek Lisans Tezi, Gazi Üniversitesi, Eğitim Bilimleri Enstitüsü, Ankara,

Schappe, S P. (1998), The Influence of Job Satisfaction, Organizational Commitment and Fairness Perception on Organizational Citizenship Behavior, The Journal of Psychology, 132:277-290.